



Work Matters

Maricopa County's Human Services Department

September 2004

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Volunteers Make NACo a True Success for Maricopa County

Richard Graves, center coordinator Peoria/Avondale, **David Lopez**, training specialist and **Jerry Carlton**, rapid response coordinator were recently recognized by Maricopa County's Board of Supervisors as being key volunteers for the recent NACo conference held in Phoenix.

Richard and Jerry became involved with NACo as a result of a mass e-mail that went out to all employees several weeks before the event. The e-mail was searching for volunteers and Richard was one of the first to volunteer his time, and go above and beyond the call of duty. Jerry needed a little more convincing from Terry Mulholland, county administrative officer.

David heard about Maricopa County's winning bid for NACo and immediately knew that he wanted to be involved in this national event.

All team leaders received training and all volunteers had specific on-site training.

David's assignment was to be the team

leader for the downtown Hyatt, assuring that the Maricopa County information booth had volunteers and information to distribute to event attendees. David says his primary responsibility was to "...smile and make the Maricopa County guests feel at home."

While volunteering at the three-day event, Richard worked at several locations. He was the smiling greeter at the Biltmore Embassy Suites and was also the team leader at the Homewood Suites. His role as the team leader required him to meet with the hotel's manager to ensure that everything was in order, as well as to recruit, coordinate and schedule other volunteers to serve as ambassadors.



Richard Graves (left), David Lopez (center) and Jerry Carlton (right) display their certificates after the Board of Supervisors' meeting

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Small Business Owners Learn from the Experts

The Maricopa Workforce Connection and Small Business: A Connection That Makes Good Business Sense, a seminar and business expo for small business owners, was held Wednesday, September 1, at the Heard Museum.

Hosted by Maricopa Workforce Connections and Arizona Small Business Association, the complimentary event featured U.S. Congressman J. D. Hayworth as the keynote speaker, who offered information on federal legislation that may affect small businesses.

A panel discussion followed that featured Tom Fraker, executive director, Arizona Small Business Association; Michal Goforth, executive director, The HealthCare Group of Arizona; Roberto Franco, director, city of Phoenix Community and Economic Development Department; and Donald J. Smith Jr., CEO and president, Arizona Compensation Fund.

The panel discussed accessing valuable resources and services for small businesses and presented up-to-date legislation that may affect how small businesses operate.

Following the seminar, attendees attended a Business-to-Business Expo with more than 15 exhibitors. The focus of the expo was to promote awareness and increase the use of workforce development services, and programs. ■

Communications Box Reminder

The communications box on the intranet portal was established as a tool to ask high-level questions of the director's office. We would like to continue having it available for this purpose and maintain the anonymity that it offers. The appropriate and professional use of this tool must be maintained to assure an effective mode of communication. To access the communications box please go to the HSD Portal site at <http://portal.hsd.maricopa.gov>. ■

NACo Volunteers (cont. from pg 1)

As if that weren't enough, Richard topped off his volunteer-filled weekend by coordinating transportation to and from Rawhide.

Jerry's presence wasn't as diversified as Richard's; he stayed at the Phoenix Civic Plaza for the majority of the event weekend. There, he coordinated the transportation team and assisted with volunteer coverage.

The weekend was a tough one for Richard, David and Jerry. They are glad that they volunteered their time, energy and knowledge, but admit it was a stressful time.

Richard commented on his experience, saying "I found that meeting so many other individuals from all over the country to be the most rewarding for me. I love to meet and talk to people, find out where they live and how their role in government supports the community." Richard wants to give a special thanks to **Tony Porter**, program assistant, who served as NACo ambassador at the Homewood Suites. Thanks to Richard, Jerry and David for all that you did to make this year's NACo conference a true success. ■

Guadalupe Head Start Begins School Year with Lustre

Recently, several of the Guadalupe Head Start staff took it upon themselves to upgrade their site. Family case specialists **Michele Chapin, Bob Dixon, Tula Payan, Karina Terrazas, and Debbie Wiseman**, as well as **Claudia Escobar**, Gilbert Boys and Girls Club teacher, home based teacher put in the hard work necessary to beautify the classrooms and the yard at Guadalupe. Their amazing efforts resulted in a beautiful green lawn, pretty flowers, and bright, fun classrooms that promote an effective learning environment. The staff thoroughly cleaned indoors and outdoors and with the heat, their efforts are quite commendable. To get all the necessary supplies for this much needed clean-up they asked for donations from the community. The response was favorable; they received plants, gallons of paint, and many other needed supplies. The dedicated staff at Guadalupe deserve to be applauded for all of their efforts. ■



Carina Terrazas (left) Bob Dixon (center) and Debbie Wiseman (right) pose for a quick snapshot during a hard day's work

Three Maricopa County Head Start Representatives Attend Training Event in Washington D.C.

Between August 2-4, **Susana Hernandez**, grant planner, **Nellie Campbell**, contract specialist, and **Vi Todd**, acting assistant director, education, all be found the Fairmont Hotel in Washington D.C. attending the Program Design and Management Training.

The Head Start Bureau and Danya International, Inc. scheduled the two-day training to improve the quality of the Program Design and Management PRISM reviews and emphasize the use of a systems approach.

PRISM – Program Review Instrument for Systems Monitoring is the Head Start Federal monitoring process to ensure that grantees provide high-quality, comprehensive services to the children and families they serve. This process is conducted in partnership by federal and local qualified staff to support continuous improvement in the quality of Head Start and Early Head Start services.

PRISM is both the set of instruments and the process used to conduct the federal monitoring. PRISM is built upon the Head Start Performance Standards and all other applicable regulations. The performance standards are holistic in nature and require programs to provide comprehensive, well-integrated services to children and families.

The training was by invitation only and required for program design and management PRISM reviewers. ■

Updated Employee Directory Adds Photos

The employee photo directory is now live! You can now put a face to a name thanks to the newly revised and innovative directory. Badge photos were repurposed for this useful addition. There are a few photos that are not available.

For those of you whose picture does not appear next to your name in the directory, please go to 401 W. Jefferson to the badge office to have a new photo taken. The badge office is open 8:30 a.m. - 11:30 a.m. M-F, and in the afternoons by appointment only. ■

County's Charitable Campaign Kicks Off - HSD Needs Your Help Reaching New Goals

The Maricopa County Employees Combined Charitable Campaign (CCC) officially kicked off on August 24th and will run through December 1st. During the campaign, the county and the Human Services Department will aim to increase its level of participation among all employees and reach new financial heights.

The objective of this campaign is to raise funds to ensure that the many needs of our community can be met. Last year the county raised \$405,000, this year there is a tall order to raise \$480,000; a lofty yet attainable goal. If each county employee donated \$1.00 per week, or just \$52.00 this year we will have surpassed this goal. The funds raised will be used to provide local health and human services that address domestic violence, substance abuse, child care, homelessness, gang activity, hunger and much more.

Rachael Schultz and **Diane Hilow** are the Human Services Department's CCC representatives. They will be conducting mini CCC workshops throughout the department during the campaign to encourage your participation. **Todd Brendt** is coordinating the softball tournament on November 13th. If you are interested in participating please contact Todd at 602-506-2360. In addition to the softball tournament there will be a golf tournament, bowling tournament, an auction, a craft fair and even a treasure hunt. Casual days are also back this year and for just \$20.00 a month you can dress casually every day of the month, from August 30 until December 30. For details on all campaign happenings please visit <http://ebc.maricopa.gov/ccc/default.asp>. ■

People On the Move

New Faces

- Stacey Brown is the new administrator for the Office of Information Services. Her first day was August 2nd.
- Susan Ledy is the new business operations supervisor. Her first day was August 16th.

Promotions

- Myriam Corral is the new administrative assistant for Special Services.

The Human Services Department is currently recruiting for the following positions:

- Dispatcher
- EHS Program Specialist
- Receptionist

Who is the New Administrator for the Office of Information Services?

Stacey Brown is a wonderful new addition to the Human Services Department; she is the administrator for the Office of Information Services. Stacey came to us from Tru-West Credit Union where she was their network manager for three years; prior to her stint there, she was at Motorola for 11 years.

A native Arizonan, Stacey enjoys her weekends by hiking the Indian ruins at Rogers' Canyon with her 12-year-old daughter, Stevie, and fiancé Dave. Stacey's wedding day is quickly approaching. She'll be marrying in Prescott, Arizona on September 25th. Her honeymoon will take her overseas to the romantic Italian city of Rome for two weeks, where she will bask in the sun and enjoy Italian food, culture and history.

Stacey recieved her B.S. IT from the University of Phoenix.